Minimally Disruptive Medicine in the Safety Net

MDM Workshop
October 23, 2017
Introduction

Clinician-researcher at the U of MN

• Clinical:
  – Internist and pediatrician in primary care

• Research:
  – How to improve primary care for patients with chronic disease + social vulnerabilities
  – Part of HCMC’s Center for Patient and Provider Experience
Patients with Social Vulnerability

- Patient Capacity
  - Resources
    - Minimum wage part-time job
    - Limited English
    - Living in food desert
    - No insurance
  - Burden of Illness
    - Low health literacy
    - Bus transportation
    - Unsafe neighborhood
    - Caring for aging parents
- Patient Workload
  - Burden of Treatment
  - Engagement (access, utilization, self-care)
  - Life Demands

Adapted from the Cumulative Complexity Model, Shippee 2012
Community Health Centers

Mission:
• Improve access to care for low-income, underserved, and vulnerable populations

• Provide fully comprehensive range of primary care services
  – Health services
  – Diagnostic laboratory and radiologic services
  – Preventive health services
  – Emergency medical services
  – Pharmaceutical services

• Involve the community in both management and governance
  – Roots in community activism of the 1960s
    (Drs. Sidney and Emily Kark, Dr. Jack Geiger)
Community-University Health Care Center

- FQHC affiliated with U of MN Academic Health Center
- Provides:
  - Medical, psychiatric, prenatal, dental and mental health care
  - Care coordination and pharmacy services
  - Legal services
  - Social work and financial services
  - Advocacy for domestic abuse and sexual assault
  - Interpretation (Spanish, Somali, Vietnamese, Hmong, Lao)
Community-University Health Care Center

- Serves 11,000 patients through >55,000 visits

- Top non-English languages:
  - Spanish 15%
  - Somali 12%
  - Vietnamese 4%
CUHCC

- Certified Health Care Home
- Certified Behavioral Health Home

→ Multidisciplinary Team-Based Care
MDM in Action at CUHCC

- **MDM**: Seek to decrease the work of care while increasing the capacity of the patient to do the work.
  - Consider the patient’s burden of care
  - Think about capacity to do all that we prescribe
Team-based Care

- **Medical:**
  - Family medicine, internal medicine, pediatrics, nurse midwife
  - Care coordination services
  - Integrated behavioral health

- **Dental**

- **Behavioral Health**

- **Psychiatry:**
  - Case management services
  - Mindfulness and other group visits
  - Adult rehabilitative mental health services (ARHMS)
Pharmacy Services

• Clinical pharmacists and residency program
  – Medication counseling & education
  – Comprehensive medication management

• 340B Drug Discount Program
  – Medication access
Legal Services

• Stinson Leonard Street Legal Clinic
  – Free legal services for CUHCC patients
    • Family law (divorce, child support)
    • Guardianship and estate planning
    • Immigration
    • Housing
    • Government benefits
  – Partner since 1993
Community Health Worker

• **Trusted, knowledgeable frontline health personnel who typically come from the communities they serve**

• Bridge cultural and linguistic barriers, expand access to care
  – Health education, goal setting
  – Home visits
  – Particular focus on HTN & DM

Minnesota Community Health Worker Alliance mnchwalliance.org/who-are/chwsdefinition
Substance Abuse Services

• Tobacco cessation supports
  – Medical, pharmacy, community-based

• Screening and referrals for chemical dependency / substance abuse
  – Screening, Brief Intervention, and Referral to Treatment — integrated behavioral health

• Suboxone providers and nurse management
  – Treatment of opioid addiction
  – Team-based approach: clinician, nurse, behavioral health
Professional Education

**Mission**: to engage students in developing the knowledge, skills, and attitudes to provide excellent urban health care

– 250 health professional students & residents
– Learn to provide care to those who:
  • face socio-economic barriers to health
  • have limited English proficiency
  • Varied cultural backgrounds
Questions?

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